

**Technology Customer Council Meeting  
Minutes of May 11, 2004**

**F i n a l**

Present: Rich Jacobs, Gary Nichols, Lee Tack, Gerry Bair, Larry Murphy, Greg Wright, Judy Peters (for Steve Morris), Dale Woolery (for Marv Van Haaften), Steve Mosena, Steve Gast

Absent: Cindy Eisenhower, Leon Schwartz, Carl Martin

Guests: Denise Sturm, Sharon Sperry, John Gillispie, RJ Hellstern, Lorrie Tritch, Nadir Mehta, Marianne Mickelson, Carol Stratemeyer, Patti Allen, Diane Van Zante

Steve Mosena, Chair, called the meeting to order. It was noted that a quorum of members was present.

1. Review and Approve Minutes – Larry Murphy moved approval of the April 13, 2004 meeting minutes. Greg Wright seconded the motion. An oral vote was taken, approving the minutes as written.
2. Introduce New Public Member – Steve Mosena introduced Gerry Bair, the Council's new public member.
3. Updates – Mollie Anderson. Nothing to report at this time.
4. Customer Council Communications – Patti Allen (3 handouts, attached below). The Department of Administrative Services (DAS) is creating a management cycle for all three of the customer councils (outlines the timeline for rate setting, business plan review/approval, customer satisfaction surveys, and CC Article and Bylaw Review). DAS is trying to get all of the customer councils on the same timeline. If there are any questions/comments about the proposed timeline, please contact Patti.

Council members currently serve a two-year term. DAS would like to convert to a three-year cycle so that one-third of the members rotate each year. The Council would need to vote on the 3-year term proposal; the result would then be shared with the DAS Customer Council Advisory Committee. The Human Resources Enterprise (HRE) Customer council is generally in favor of the 3-year term proposal.

All three of the customer councils will be working to improve communication between members and those in customer agencies. Current ideas include: a) establishment of a real time Internet presence, b) a bi-monthly customer council newsletter, and c) periodic open house customer council meetings. Any other suggestions should be routed to Patti Allen.

Patti also responded to a question about the public comment period for HRIS/IFAS and Common Directory. Due to the fact that the comments were very specific, no public

comment response was issued. It was believed the comments were not of the nature that warranted council review.

At the next council meeting, the Council will need to determine its own methodology for replacing outgoing members (for terms expiring 6/30/04).



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xls



Customer  
Council Membership

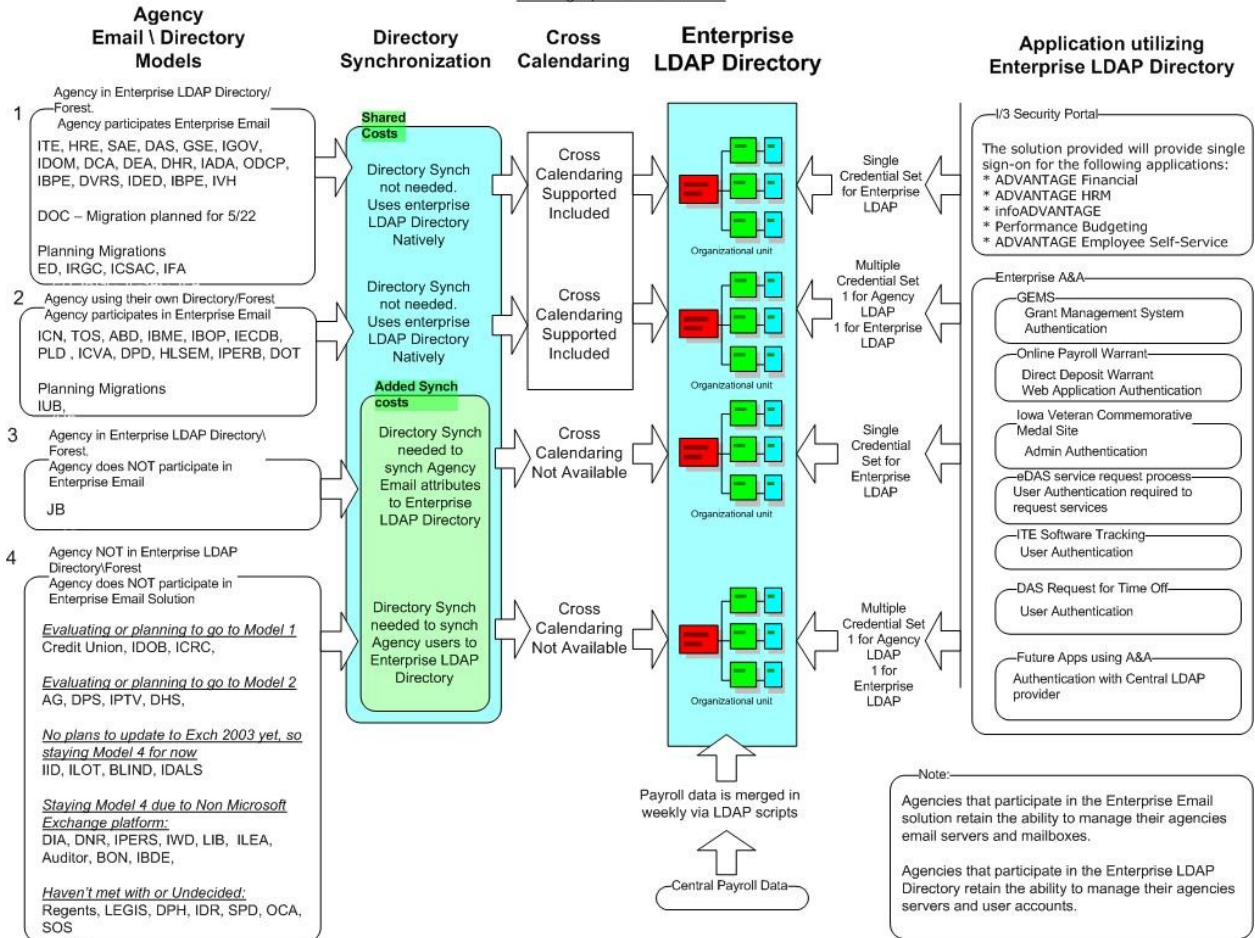


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5. Common Directory FY 06 Information – Denise Sturm and Lorrie Tritch. Lorrie provided an updated Common Directory status chart (see below). As agencies are migrating to Exchange 2000 or newer, the chart reflects the current status of each agency. Considerable progress has already been made, however there is still ground to cover before July 1<sup>st</sup>. Denise distributed a preliminary FY06 budget for ITE. The State did receive some money to help with the federal over-recovery problem. In conjunction, ITE has the responsibility to right size it's rates. FY06 total expenses for Common Directory are projected to be \$203,068.62. This calculation is based upon the same methodology that was used for FY05 directory services. FY05 rates were 79 cents per person per month. The projection for FY06 is 78 cents per person per month. Questions for consideration: Does this council want to use the same methodology? At what point is it appropriate to revisit the divisor counts? Previously, the divisor was calculated as the end of the first quarter; for consistency, the council may want to follow the same timeline (first quarter of FY05). An agenda item for the DAS Advisory Council will be the Technology Customer Council's recommendation to DAS (discussion from the April 13 Technology Customer Council meeting: "DAS Administration should look at setting rates; The Council also urges DAS Administration to standardize the rate setting methodology the next time around"). Denise will bring the issue back to Mollie and the Advisory Customer Council to gauge their interest in standardizing the method.

For Common Directory, Steve Mosena asked that a draft statement on the proposed FY06 rate be forwarded electronically so that council members could distribute it to their peers for a 30-day comment period.

Drawing Updated: 5-10-2004



- I3 Methodology and Rates – Denise Sturm and Sharon Sperry. Denise distributed a FY05 I3 budget and advised that the bulk of the cost is for direct expenses (salaries, common costs, module specific costs). Personnel costs show 17 ITE FTE's and 7 non-ITE FTE's. Concern was expressed about the number of ITS5 positions contained in the personnel breakdown and whether ITS5's were necessary to perform each function. A suggestion was offered that ITE consider filling future vacancies at the ITS3 or ITS 4 level. Sharon Sperry explained that the numbers were preliminary and reflected a worst-case scenario; it is difficult to project budget costs on a system that is not yet operational. This is the first real year of support for the I3 system; over the course of time, the numbers should become more efficient as we become more familiar with the system. John assured the Council that ITE would review job classifications for the application support staff.

The Council inquired if any further direction had been received with regard to ownership of setting rates. John responded that there were no new developments. Barring such direction, the council assumes that it will be responsible for setting I3 rates by the end of June. Council members asked, "What does IFAS cost today?" That question is very difficult to answer. And, any comparison of IFAS/I3 costs should take into consideration the additional functionality of I3. By setting the rate, is the Council assuming responsibility for explaining

the rate? At first blush, the difference between IFAS rates and I3 rates appears to be significant; council members feel the proposed rate may be met with skepticism. Because I3 is a financially based system, it may make more sense to use numbers of transactions than FTE's for the divisor. Prior to I3, several systems were being used at no charge. With I3, that will cease, affecting some agencies more than others. Customers are also concerned about fairness; it is important to explain the rationale, benefits, and how DAS will follow up to compare projections with reality.

Question: Whose responsibility is it to sell/educate the customers on the new rate, to talk about the new functionality/added benefits? As DAS' Marketing and Communications Officer, this task falls within Patti Allen's purview. Users will be targeted first, however it will become increasingly important to inform Directors and CFO's. The I3 budget is preliminary at best, so should not be considered final in any way. It may also be wise to capture the added value for increased productivity and more rapid response time.

Council members were asked to hold delivery of I3 material until Patti Allen could develop marketing materials for presentation at the next meeting. The Council will also need to begin considering alternatives for the divisor. Denise will seek customer input at the Financial Users Network meeting on Wednesday (May 12) and ITE will explore some options. We do not want to discourage use of the new system in any manner. ITE will try to get samples and pros and cons for the next meeting.

6. Other Discussion (Complaint Resolution Process, etc.) – Steve Mosena. Nothing to report at this time.
7. Next Meeting Date and Agenda Items – Steve Gast asked that a meeting notice be sent to members for the next council meeting (to assess the functionality of common calendaring).

Steve Mosena announced that the next council meeting would be Tuesday, May 18 at 1:00 p.m. at the Hoover Building, 4<sup>th</sup> floor conference room.

Agenda items for the next meeting:

Benefits of I3

Review classification of the application support people

Mainframe cost reductions (LU's, MF connectivity)

Span of control

Alternate methods for charging

Vote on proposal for two or three year terms

Determine methodology for replacing outgoing members

There being no further business, Steve Mosena made a motion to adjourn the meeting. Rich Jacobs seconded the motion. An oral vote was taken and passed. The meeting concluded at 2:53 p.m.